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Support Line Offerings

12X6780 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade servers (1 year 24x7 VMware Enhanced support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

12X6781 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade servers (1 year 24x7 VMware Enhanced support on a single server with 3 or 4 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

12X6782 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade servers (1 year 24x7 VMware Enhanced support on a single server with 6 to 8 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

12X6783 - IBM Software Support Services - ServicePac for Support Line for VMware on BladeCenter (1 year 24x7 VMware Enhanced support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

12X6784 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 24x7 VMware Enhanced support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6785- IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 24x7 VMware Enhanced support on a single server with 3 or 4 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6786 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 24x7 VMware Enhanced support on a single server with 6 to 8 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6787 - IBM Software Support Services - ServicePac for Support Line for VMware on BladeCenter (3 year 24x7 VMware Enhanced support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

46D3512 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year 8x5 VMware Enhanced Support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

46D3513 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year 8x5 VMware Enhanced Support on a single server with 3 or 4 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

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46D3514 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year 8x5 VMware Enhanced Support on a single server with 6 to 8 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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46D3515 - IBM Software Support Services - ServicePac for Support Line for VMware on BladeCenter (1 year 8x5 VMware Enhanced Support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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46D3516 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 8x5 VMware Enhanced Support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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46D3517 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 8x5 VMware Enhanced Support on a single server with 3 or 4 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

46D3518 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year 8x5 VMware Enhanced Support on a single server with 6 to 8 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

46D3519 - IBM Software Support Services - ServicePac for Support Line for VMware on BladeCenter (3 year 8x5 VMware Enhanced Support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enhanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2797 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 VirtualCenter Standard level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Standard.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2798 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 8x5 VirtualCenter Standard level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Standard.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2800- IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 24x7 VirtualCenter Standard level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Standard.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2801 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 24x7 VirtualCenter Standard level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Standard.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2806 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 VirtualCenter Heartbeat level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Heartbeat.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2807 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 8x5 VirtualCenter Heartbeat level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Heartbeat.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2808- IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 24x7 VirtualCenter Heartbeat level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Heartbeat.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate

vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2809 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 24x7 VirtualCenter Heartbeat level VMware support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on **VMware VirtualCenter Heartbeat.**

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8569 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 Foundation / Essentials / Essentials Plus level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Foundation / Essentials product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8570 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 Standard level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Standard product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2802 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 Advanced level VMware support on up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Advanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8571 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 8x5 Enterprise / Enterprise Plus level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enterprise Plus product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8572 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server **(3 year, 8x5 Foundation / Essentials / Essentials Plus level VMware support on a single server with up to 2 processors)**

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Foundation / Essentials product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8573 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server **(3 year, 8x5 Standard level VMware support on a single server with up to 2 processors)**

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Standard product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2803 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 8x5 Advanced level VMware support on up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Advanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8574 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 8x5 Enterprise / Enterprise Plus level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enterprise Plus product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8575 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 24x7 Foundation / Essentials / Essentials Plus level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Foundation / Essentials product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8576 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 24x7 Standard level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Standard product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

71Y2804 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (1 year, 24x7 Advanced level VMware support on up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Advanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8577 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server **(1 year, 24x7 Enterprise / Enterprise Plus level VMware support on a single server with up to 2 processors)**

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enterprise / Enterprise Plus product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J8578 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server **(3 year, 24x7 Foundation / Essentials / Essentials Plus level VMware support on a single server with up to 2 processors)**

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Foundation/ Essentials product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8579 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 24x7 Standard level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Standard product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

71Y2805 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 24x7 Advanced level VMware support on up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Advanced product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J8580 - IBM Software Support Services - ServicePac for Support Line for VMware on System x or Blade server (3 year, 24x7 Enterprise / Enterprise Plus level VMware support on a single server with up to 2 processors)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **VMware Enterprise Plus product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For VMware products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate

vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J9294 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (1 year 24x7 MS Windows or Linux support on a single 1 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J9295 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (1 year 24x7 MS Windows or Linux support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J9296 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (1 year 24x7 MS Windows or Linux support on a single 4 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J9297 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (1 year 24x7 MS Windows or Linux support on a single 8 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J9298 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on BladeCenter (1 year 24x7 MS Windows or Linux support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

51J9299 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (3 year 24x7 MS Windows or Linux support on a single 1 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J9300 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (3 year 24x7 MS Windows or Linux support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J9301 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (3 year 24x7 MS Windows or Linux support on a single 4 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J9302 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on System x or Blade server (3 year 24x7 MS Windows or Linux support on a single 8 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

51J9303 - IBM Software Support Services - ServicePac for Support Line for Windows or Linux on BladeCenter (3 year 24x7 MS Windows or Linux support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **WIN LIN OS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

65Y4934 - IBM Software Support Services – Software Support for Microsoft Windows Small Business Server / Essential Business Server – Standard Edition on System x (1 year 24x7 MS Windows SBS/EBS software support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the SBS/EBS products specified within the **WINDOWS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

65Y4935 - IBM Software Support Services – Software Support for Microsoft Windows Small Business Server / Essential Business Server – Premium Edition on System x (1 year 24x7 MS Windows SBS/EBS software support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the SBS/EBS products specified within the **WINDOWS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

65Y4936 - IBM Software Support Services – Software Support for Microsoft Windows Small Business Server / Essential Business Server – Standard Edition on System x (3 year 24x7 MS Windows SBS/EBS software support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the products specified within the **WINDOWS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

65Y4937 - IBM Software Support Services – Software Support for Microsoft Windows Small Business Server / Essential Business Server – Premium Edition on System x (3 year 24x7 MS Windows SBS/EBS software support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the SBS/EBS products specified within the **WINDOWS product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

65Y5202 - IBM Software Support Services – Support Line for Midrange Disk Storage ServicePac (1 year 24x7 Midrange Disk Storage support on a single DS4000 device).

For this part number IBM will provide you remote assistance in the form of how to and usage support (via telephone from an IBM support centre) on all the products specified within the **MID RANGE DISK product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

65Y5203 - IBM Software Support Services – Support Line for Midrange Disk Storage ServicePac (3 year 24x7 Midrange Disk Storage support on a single DS4000 device)

For this part number IBM will provide you remote assistance in the form of how to and usage support (via telephone from an IBM support centre) on all the products specified within the **MID RANGE DISK product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

65Y5204 - IBM Software Support Services – Support Line for Midrange Disk Storage ServicePac (1 year 24x7 Midrange Disk Storage support on a single DS5000 device).

For this part number IBM will provide you remote assistance in the form of how to and usage support (via telephone from an IBM support centre) on all the products specified within the **MID RANGE DISK product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

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- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

65Y5205 - IBM Software Support Services – Support Line for Midrange Disk Storage ServicePac (3 year 24x7 Midrange Disk Storage support on a single DS5000 device)

For this part number IBM will provide you remote assistance in the form of how to and usage support (via telephone from an IBM support centre) on all the products specified within the **MID RANGE DISK product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

41E8848 - IBM Software Support Services - ServicePac for Support Line for Linux on System x or Blade server (1 year 24x7 Linux support on a single 1 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **LINUX for PC product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and
- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41E8849 - IBM Software Support Services - ServicePac for Support Line for Linux on System x or Blade server (1 year 24x7 Linux support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **LINUX for PC product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and

- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41E8850 - IBM Software Support Services - ServicePac for Support Line for Linux on System x or Blade server (1 year 24x7 Linux support on a single 4 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **LINUX for PC product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and

- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41E8851 - IBM Software Support Services - ServicePac for Support Line for Linux on System x or Blade server (1 year 24x7 Linux support on a single 8 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on all the products specified within the **LINUX for PC product group** which can be found at the following web link; http://www-03.ibm.com/services/sl/products/java2.html .

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays), and

- Off Shift (all hours outside Prime Shift) for Customer Critical Problems (Customer Critical Problem means a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

IBM Director Software Support Offerings

29R5097 - IBM Software Support Services - ServicePac for IBM Director Software Support (1 year 8x5 IBM Director software support for up to 10 Director agents)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the IBM Director systems management program running on an System x or Blade management server and up to 10 IBM Director agents. IBM will also include support for the following complementary programs from IBM:

a. Active PCI Manager
b. Capacity Manager
c. Rack Manager
d. Software Rejuvenation
e. System Availability
f. Software Distribution
g. Remote Deployment Manager

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

29R5098 - IBM Software Support Services - ServicePac for IBM Director Software Support (1 year 8x5 IBM Director software support for up to 20 Director agents)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the IBM Director systems management program running on an System x or Blade management server and up to 10 IBM Director agents. IBM will also include support for the following complementary programs from IBM:

h. Active PCI Manager
i. Capacity Manager
j. Rack Manager
k. Software Rejuvenation
l. System Availability
m. Software Distribution
n. Remote Deployment Manager

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

29R5099 - IBM Software Support Services - ServicePac for IBM Director Software Support (1 year 8x5 IBM Director software support for up to 50 Director agents)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) on the IBM Director systems management program running on an System x or Blade management server and up to 10 IBM Director agents. IBM will also include support for the following complementary programs from IBM:

o. Active PCI Manager
p. Capacity Manager
q. Rack Manager
r. Software Rejuvenation
s. System Availability
t. Software Distribution
u. Remote Deployment Manager

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift) and provide remote assistance for: basic, short duration installation, usage, and configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

IBM RTS (Remote Technical Support) ServicePac for System x or BladeCenter Offerings

12X6788 - IBM Software Support Services – RTS ServicePac for System x (3 year 8x5 support on a single 1 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6789 - IBM Software Support Services – RTS ServicePac for System x (3 year 8x5 support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

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- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6790 - IBM Software Support Services – RTS ServicePac for System x (3 year 8x5 support on a single 4 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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IBM will provide this service for a period of three years from the receipt of the confirmation mail.

12X6791 - IBM Software Support Services – RTS ServicePac for System x (3 year 8x5 support on a single 8 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;

- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

41C5756 - IBM Software Support Services – RTS ServicePac for System x (1 year 8x5 support on a single 1 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41C5757 - IBM Software Support Services – RTS ServicePac for System x (1 year 8x5 support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

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This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41C5758 - IBM Software Support Services – RTS ServicePac for System x (1 year 8x5 support on a single 4 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;

- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41C5759 - IBM Software Support Services – RTS ServicePac for System x (1 year 8x5 support on a single 2 socket server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41C5760 - IBM Software Support Services – RTS ServicePac for BladeCenter (1 year 8x5 support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your BladeCenter pertaining to the following:

- set up and configuration support for your BladeCenter;
- error-free launch of your BladeCenter OS;
- assistance with the installation of your BladeCenter accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

41C5761 - IBM Software Support Services – RTS ServicePac for BladeCenter (1 year 8x5 support on two BladeCenters including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your BladeCenter pertaining to the following:

- set up and configuration support for your BladeCenter;
- error-free launch of your BladeCenter OS;
- assistance with the installation of your BladeCenter accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is

authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of one year from the receipt of the confirmation mail.

IBM Start-up Support Offerings

43X3840 - IBM Software Support Services – ServicePac for 90 day Start-up support on System x or Blade server (90 day, 8x5 support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x or Blade server pertaining to the following:

- set up and configuration support for your System x or Blade server;
- error-free launch of your System x or Blade OS;
- assistance with the installation of your System x or Blade accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

Note: Service does not include assistance for: 1) connectivity issues, 2) remote or unattended installations, 3) the set up of options not provided by IBM, or 4) non bundled or non preloaded applications.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of 90 days from the receipt of the confirmation mail.

41C5615 - IBM Software Support Services – ServicePac for 180 day Start-up support on BladeCenter (180 day, 8x5 support on a single BladeCenter including the installed Blades)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your BladeCenter and installed Blade servers pertaining to the following:

- set up and configuration support for your BladeCenter;
- error-free launch of your BladeCenter OS;
- assistance with the installation of your BladeCenter accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

Note: Service does not include assistance for: 1) connectivity issues, 2) remote or unattended installations, 3) the set up of options not provided by IBM, or 4) non bundled or non preloaded applications.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of 180 days from the receipt of the confirmation mail.

61P7383 - IBM Software Support Services – ServicePac for 180 day Start-up support on System x (180 day, 8x5 support on a single server)

For this part number IBM will provide you remote assistance in the form of software support (via telephone from an IBM support centre) of your System x server pertaining to the following:

- set up and configuration support for your System x;
- error-free launch of your System x OS;
- assistance with the installation of your System x accessories and upgrades;
- support to analyze machine failures to check that the hardware is working fault free, or returning the machine to factory installed defaults; and
- basic short duration installation, usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

Note: Service does not include assistance for: 1) connectivity issues, 2) remote or unattended installations, 3) the set up of options not provided by IBM, or 4) non bundled or non preloaded applications.

In providing this service IBM will use commercially reasonable efforts to respond by telephone to your service request(s) within two (2) hours (during Prime Shift).

For IBM products included within this group IBM will provide remote assistance for: code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you to isolate the problem cause and provide you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor

This service will be provided during:

- Prime Shift for all problems (IBM standard business hours in the local time zone / country where you receive the Service (e.g., 9 a.m. to 5 p.m., Monday through Friday, excluding national holidays).

IBM will provide this service for a period of 180 days from the receipt of the confirmation mail.